

**Recap of April 8, 2004, Meeting
Information Service Policy Committee
1:00pm Room 106 County/City Building**

Attendees:

Ken Kuszak, Ray Stevens, Don Herz, Dave Kroeker, Randy Ober, Doug Thomas

Administrative:

I.S. Remodeling,

The modular furniture his being put back up in Phase I as we speak. There is still no lights so it is dark but the lighting installation is supposed to start today. We tried to schedule the light installation before the modular furniture was reinstalled but now they will just have to work around it. There was a delay on the light delivery due to the steel shortage.

Meeting with Alltel,

Don Herz has scheduled a meeting with Alltel in which they are going to give us some of their direction and insight on their new strategies. Don did ask them to include Steve Huggenberger because he has been involved in a lot of technology related issues with Alltel. Don thinks they just want to update us on their management changes. They are trying to rebuild some bridges. They do still owe us some numbers that came out of a meeting a couple of months ago on frame relay and DID lease rates. Cox Cable in Omaha is now doing telephone service in Omaha and Time Warner has announced they are getting in the voice business in Lincoln yet in 2004. Dave had a Public Service Commission person talk with him yesterday and he said that in Lincoln, AT&T, and several other firms that have filed with the PSC but AT&T only deals with big business. The only true competition is cell phones and some people have dropped their land lines and gone with Road Runner for internet service.

Steve Huggenberger would like to see Alltel get into the cable business to create some competition there too. The biggest single reason we are looking at VOIP is cost savings, Although the increased functions available for the base price is also attractive. It would be nice for everyone to have caller ID, voice mail, call forwarding, three way calling etc.

GAIC Items,

We are working with the County Assessor and the County Attorney on tiered services and this appears to be going full speed ahead. This will be a free option but you will have to subscribe to get the images that potentially have social security and signatures on them. We would also allow citizens to do this, it is a little more difficult in that they would have to apply and get a pin number.

Annual Report,

Doug distributed the GAIC Annual Report to the City Council and County Commissioners a couple of months ago. The report includes web hits statistics and new functions that were put on the web.

Convenience Fees,

Wells Fargo is reviewing these fees. They are trying to drive a wedge between taxes and the other epayments, however, we are working at not letting this happen. If you look at the numbers the fee they got on property tax payments is about one third of what the normal rate is on credit cards which is usually around 2 1/2% and they received less than 1%. However, at the same time, if you look at parking tickets, they probably received between 8-9%, which is two to three times what the normal percentage is. We explained to them that they make some money in one place and lose some somewhere else, but in the end they aren't really damaged..

Event Parking Payments via Web,

Terry Lowe is working with the Public Works/Transportation on an online, prepayment for event parking, generally it is football Saturday's. Long-term we may look at some of the performances at the Lied Center.

New Home Page;

Doug showed the members the new InterLinc Homepage. Doug explained that in the next two to three weeks this is the page that we are planning to put in production. The biggest single change is in the top right corner where there is now a "Citizens", "Visitor" and "Business" portals. If you click on "Citizens" you will see another page that lists things like, "MyCar, MyHouse, MyPets, MyKids", it is more event driven rather than having to know the structure of government. Doug showed the members a mock up of what the screens would look like when they clicked on a link like "MyCar" or "MyPet". "MyPet" would have links to information like how to license your pets and ordinances associated with that and "MyHouse" would have links to places like the County Assessor, the County Treasurer and how to get permits. Currently, you need to know the functions of government to get the information you are looking for but this way it will be more event driven. Terry and Chris have met with the WAC and the reviews from this committee were good. The "MyInterLinc" will be used in the future for a secured sign in system with Personnel and citizen complaints. It will probably not be part of the roll out in the next few weeks.

Digital County Surveys,

Terry is completing this survey now. We are in the over 250,000 category. Being in the higher population range means that we have to compete with more IT savvy counties now.

Networking

Fiber Projects;

Good news! They have started working this week again on Trabert, Mental Health, LGH and the Health Department. More good news, K Street has been moved and routed away for them to do the deceleration lane. Probably in the next couple of months we will begin working on the annual contract that Public Works has to bore from K Street to the west side of I.S. so then we will have this as a fully redundant loop in the downtown County/City Complex.

Station 14 Fiber;

Station 14 fiber is up and running for the Fire Department but the 911 Center is actually doing some testing today. We went to cancel the circuit and Julie requested that the frame relay circuit remain installed. Doug is under the impression that she believes the circuit is designed to work differently than it does because it still came into our back room as part of our frame relay system. Julie was under the impression that Alltel installed it from their room to Station 14 and that her back up server was directly connected to the Hall of Justice Server. Julie and Todd Beam have moved the 911 server out to Station 14 and they were doing some testing on it. If this worked with the frame relay it should work with the fiber because you are using essentially the same type of circuit just faster. It is a hub to hub change.

The Fire Department is very happy with this new connection.

Security Performance Issues;

The committee talked about these issues last month. All of Doug's recommendations seem to be well received. On email attachments, we still do not have a solution for this. Jeff is working with the software vendor about coming up with a way for us to hold the attachments and resend them. Currently, if you filter that type of extension out, the attachment is automatically deleted. The best of both worlds would be if the attachments with .cty went through and then the rest of the messages

with attachments were held for some period of time and then they were then sent. As it is right now the .exe, the pifs and scr's are the ones being blasted. We are having trouble with zip files also but Jeff is sending the message back on zip files. They are contacting him and he was opening a pin hole in the fire wall and letting it through and re-sends it. He watches and once it is sent back through he closes the hole back up in the firewall. This is not a good long term solution but something we are going to have to get used to until something else is worked out. Ray assured Doug that his memo was covered at the County Management Team meeting this morning. Access to hot mail accounts has now been turned off.

Ray now has access to Lotus Notes from home, he can check his email and update his calendar. Deb is now our primary Notes person as of this week.

ISP Bid;

The ISP bid is out on the street. This was issued on the 31st and it is due back on the 21st. We are getting a number of calls on this. If Time Warner is successful, their business drop on to the network will give us some other benefits and when we evaluate the proposals this is something we will look at. Time Warner would put a major drop in the Hall of Justice, to provide the ISP services but this will also greatly enhance any Road Runner services that we place through out the City. The route for all of the traffic now is out on the internet back through them, back through the phone company and then to us. If they put a drop in the Hall of Justice the route for all of our remote sites would be directly to the Hall of Justice and then to us via the local Time Warner network. This traffic will not have to go out on the internet and it will be much faster. They did this for the State and it greatly enhanced their response time. We have started moving some remote offices over to Road Runner and away from frame relay. Fire Station 5 has gone great and they have said they want to move all of the fire stations over. Alltel will be feeling the revenue loss for this move because the 56k lines are in the \$180 per month range and we will only be paying Road Runner \$75 per month and the speed goes from 56k to 1meg (17-18 times faster for less than ½ the price). If you want to pay \$145 per month you can get a dedicated 4 meg. We will possibly do this with some of our major sites.

The cost of a T1 line is roughly \$750 to \$800 per month, (depending on the location), and this is running at 1.4 meg and you can get the 4 meg from Road Runner for \$145. We pay Alltel about \$160,000 per year in frame relay data circuits, this could go to a few thousand dollars per year. There are only three of our sites that we have circuits to that Road Runner cannot provide service to. It is not like we will go from \$160,000 to zero but Doug does see this going down to \$70,000. We will have more information regarding the ISP services at the next meeting.

Systems Development;

Systems Development Coordinator,

We are advertising this week to fill the Systems Development Coordinator position and it closes on Friday. This position was open internally in Finance only.

CJIS Mugshot System,

We need to figure out what we are going to do with this system. Doug would like Dave to go and talk to Steve after the meeting today because Mike Thurber, with Corrections, did not like the amount he would be charged for the new system. Doug seems to remember that Mike Thurber said he was going to save \$20,000-\$25,000 per year on Polaroids and he is going to try and go back and check on this. Doug thought instead of \$35,000 Corrections would be charged, he'd goes back to \$25,000 and split the \$10,000 adjustment between LPD and LSO. There is no question that the biggest benefit is law enforcement.

Applicant Tracking,

The main thing that is being worked on with this is the secured sign-on piece of code.

Parking Tickets,

This system is moving along fairly well. Jim and Dorothy are working on the coding. We still do not have a perfect hardware solution in place that we thought we would have. Laptops are always an option, Palm's are an option but what we would really like to find is a rugged device, similar to what they have now. The manufactures of these devices are supposed to be getting a demo model to us by the beginning of the first quarter this year and we have not seen anything yet.

County Jury Management,

This system is in production now.

UNL PD,

The UNL Police Department has not gotten back to us on their system. They hired a new chief deputy and he is a PC/technical person so they may or may not end up coming over to CJIS. Doug did allocate some of the cost of the new MugShot System to them too.

County Attorney/Public Defender Case Management,

We did get the sign-off on the requirements document for this project. Gary and Eileen would like to web enable some of their information. Doug does not anticipate this will cost a tremendous amount of money or require a significant amount of effort.

Kim Etherton,

Kim Etherton is scheduled to go to the Board next week. She would like a small system. We are not sure if this will be a CJIS or Access System. It will probably be a CJIS system because a lot of the information is already stored on the CJIS System. We estimated 120 hours on this project. It will cost about \$7,500 or so.

Parks & Rec,

We met with Parks and Rec. a couple weeks ago to get back into the rewrite of their class registration system. We are looking at registration and reservations of recreation events and reserving of things, like gym's and basketball sign-up. Over the last 15 years the Parks & Rec Department has really gotten into the Health & Human Services arena with all of the day-care and food service programs. They do not want reservations to these type of services made available on the internet because their target audience generally does not have access to a computer to sign up for the programs. We are just starting to do some interviewing for this project. Mark Wieting and Jim Hicks will be working on this.

Health Clinic System,

We continue to work with CMHC on this system. They have actually delivered some things this last month. Labels now print correctly and Dental Side Chair may work out for them.

Fire System Re-Write;

Development on the Prime System is moving forward. We are waiting for Sherry to get back to move forward with further development on EMS Pro. Sherry is the one who really exercises and tests this system so the conversion and interface process has been pretty much on hold until she returns.

Info Center;**User's Group Meeting;**

Last December Ken sent out an email to key people in City and County agencies and asked if they would be interested in a PC user group. Specifically, places like the Health Department, Aging, Public Works that have their own PC people so they know what is going on at Information Services.

Ken did have a number of people who said they would be interested, so he is planning on getting the first meeting scheduled for next month. It will be a kick off meeting to see what type of agenda they want to have and how often they want to meet. It will be a forum that we can pass direction and information back and forth.

Lotus Notes 6.5;

Tom and Sandy have installed this on a test server and Tom has been working with it. There are a few changes, one of the bigger ones is it does has a chat session with it. If you buy a license, \$55 per license, it will allow a chat between Doug and Ken realtime, you do not have to wait for an email to be sent. We have blocked things like instant messaging. This chat feature is only available internally. It will only be City/County people on the Notes server who will have the ability to use this chat feature.

Mental Health,

Ken has received the 25 PC's and 32 monitors for Mental Health and is scheduling their install.

Veteran Services,

Ken sent Kerry Egan a request from Gary Chalupa with Veteran Services for 4 PC's. The County Board approved this request this morning. Starting July 1, he will be working with General Assistance and HHS activities. There is some programming issues that will need to be changed. There is currently many unpaid health bills. One year ago Scott made some modifications to the system so they could capture some of this information to expedite the process, but the State chose not use these enhancements, as it added a couple fields to the data entry. We will be developing an estimate in October for giving them a significant amount of changes to the current system. This system has been "band aided" together to fit the new requirements and Scott thinks it will probably be easier to do a full rewrite than to try and make the current system work.

Tech Support;

Utilizations,

Utilizations for the machines are pretty much unchanged from last month. Things are going well. The Alpha Server for the criminal justice users has settled down a bit because we quit running some tests during the day that we had been doing over the last couple of months. This is why the utilization went from 28% to 23%.

SYSM Mail

We plan on shutting down our SYSM mail system by June. This system is licensed through June. We are notifying all the people that are still getting mail through SYSM. We are working with Lancaster Manor, the County Treasurer, Risk Management and one Transportation staffer. We are down to less than thirty people. We saw people still getting mail from people they had conversed with in the past and who were still using the older domain name. These messages were generally rerouted to Notes. Sometimes there are a few hundred a day. Public Works has a couple of people who have registered with Engineering Groups and it keeps sending them messages. Randy did find one that looks like it is fairly important for Larry Edwards in the Fire Department from FEMA. He gets this message from them everyday. Randy is watching this log pretty close and it is getting much smaller.

Disaster Recovery Project,

The electrical work at the Cherry Creek Facility is pretty much done. We have a little circuit breaker work to do but not much more than an afternoon. For the second part, we have a floor layout for Class Room C and we are going over it with Dave Drevo this week. He is going to make

the electrical lines from the circuit panel for each one of the machines. We have 44 of these lines and 11 of these require a special end and receptical. These are on order and should be here tomorrow. We do not have a raised floor at this facility so we have to find something to do with all of these electrical lines, if we start making 40 of them at 20 feet a piece there will be quite a pile. Dave Drevo has recommended that we get a cart welded that has some arms on it that he can wrap the cables around. We will have each cable labeled so that if we change our layout or we have to make one longer, we would know which one that needs to be changed. Gary Bergman said that we can use part of his garage facility that is storage for him and we have the closet we can put some stuff in but it would make it much nicer if we could have a cart made. Randy is going to work with Dave and someone at Building Commission to get something made. Public Works may also be able to make something for us. We need something with some heavy casters because it will have about 200 lbs on it. There are some other items that we need to take care of like getting telephone lines installed because some of our machines need dedicated telephone lines to them. Whether we get this done in advance or just borrow a couple of lines from County Extension and County Engineer. If we hooked them up now, we would have to pay for them. This is a issue that Randy will have to discuss with Gary but he is pretty sure that we will be able to just borrow a couple of lines. If a tornado is a cause of us going out there, the telephone company is probably not going to be very receptive to us calling and requesting they install six new lines immediately for our use. There is not much room for employees in the floor layout plan, how to house all of the people is still an issue. If something happened now our recovery site is now Cherry Creek.

County Financial,

PeopleSoft is supposed to be on site April 26. Randy is working on the RFP for the AS/400 unit. All of the contracts have been signed by the Board. One of the things that Dave told Jim was what the Board wants to know, do we tell them ahead of time what will be done each month. Usually, you put it on a Tuesday agenda, show them low bid and buy it. Dave wants to get the County Board up to speed that there will be a lot of things moving fast and he wants to be clear on how much he needs to report to the board, and what level of detail. Jim will start doing a monthly report on this project in the ISPC report and perhaps this would meet the needs?. People Soft wants the vendors to go to the PeopleSoft sizing facility and that is where you say "Here is the software we are going to be running" "Here is the number of current users" and they plug it into the sizing facility. Dave had a number of issues settling this contract, there was problem settling on the training costs and hotel costs.

Diesel Generator,

We have been working on getting the diesel generator that is in the basement of our building functional for our computer room use should power be cut off to us for any duration. Randy received a call from the electrical engineer this morning and they have done some analysis of the generator unit. It has been sitting in the basement of our building since 1978-1979 and it is great shape. It has less than 100 operational hours on it. It is tested every thirty days and everything is all up to snuff on it. In order for it to work for us, we need to do a little updating which will cost about \$7,500. A new governor is needed on the motor so it can hold a little better RMP and there is a thing called a isolation unit that makes sure the electricity is proper so that it can talk back and forth with the UPS, there is three different pieces on there that total \$7,500. That generator was not put in the building with the thought of it ever being put on a UPS and that is why these additional parts are needed. We are also making sure that our circuits are ready for a diesel generator if we ever decide to put one at Cherry Creek.

After getting the generator upgraded for our use we need to get the generator wired into our circuit panel and the same electrical engineer has this diagramed out and will be bidding that sometime in the next few weeks. Should our building be shut off for some amount of time the diesel generator kicks on. They say it takes 60-120 seconds to get it up and operating at running speeds and this will then power our computer room. This will be done automatically. The generator has a 20 gallon

tank and a 60 gallon tank on it. The smaller tank should get you through the day and the larger one should get us through a weekend. When the police were down there, they had a 1,500 gallon tank buried in the parking lot and it was good for years and then sometime there was a giant rain storm and the diesel fuel was running down the gutter so they ended up pulling this tank out. The only way to get fuel into the building is to carry it in through 5 gallon buckets. We will have to establish a way to fill them from the outside.

Next Meeting:

May 13, 2004